Your peace of mind

Get service when you really need it with Priority Assist

visit a Telstra store or partner
13 2200
telstra.com/priorityassist

For an accessible (RTF) copy of this guide
telstra.com.au/accessible-brochures

* A free call from most fixed phones.

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Priority Assist is designed to give you added assurance if you, or someone living with you, has been diagnosed with a medical condition that means a life could be at risk without a fully-operating telephone service.

It means you can count on the highest level of service response we’re able to provide at the time, when you need a new first standard telephone service connection or when there’s a fault on your only fixed telephone service.

Read on for more information on Priority Assist. If you think you’re eligible, you can apply by completing the application form at the back of this guide. Or, if you need our help right away, call us on 13 2200. You can then complete and return the form within 28 days.

There’s no extra charge for having Priority Assist status

Normal connection, rental and call charges still apply. You can see all our Telstra Voice plans at telstra.com
Eligible medical conditions

The list below shows medical conditions that could make you eligible to register for Priority Assist. It was created by the Department of Health and Ageing in consultation with medical experts, and endorsed by the Chief Medical Officer of Australia.

Patients at a high risk of a respiratory emergency
- Anaphylaxis or angioedema.
- Severe asthma (as specified in National Asthma Council Guidelines).

Patients with high-risk mental health disorders
- Severe mental health disorder with significant risk of self-harm or harm to others.

Technology dependent patients who are at high risk
- Haemodialysis in the home.
- Patients on home respirators or with tracheostomies.
- Oxygen dependent patients (eg those with severe obstructive pulmonary disease).

Patients at risk of life-threatening hypoglycaemia or epilepsy
- Unstable insulin-dependent diabetes.
- Poorly controlled grand-mal seizures.

Patients at high risk of obstetric or neonatal emergencies
- High-risk pregnancy (eg placenta pravia).
- Infants at risk (eg because of prematurity) with history of apnoea.

Patients at high risk of cardiovascular emergencies
- Ventricular arrhythmias.
- Unstable angina.
- Acute myocardial infarction within the last six months.
- On a waiting list for aortic aneurysm, coronary or carotid artery surgery.

Plus other dependent patients who live alone, without support or in a remote location
Patients with other dependent medical conditions would qualify for Priority Assist only if they live alone, without social support, or in a remote location, for example:
- dialysis patients
- oncology patients
- AIDS patients
- haemophilia patients, and others with bleeding disorders
- people with a severe disability.

If you’re not sure whether you could benefit from Priority Assist, you should ask your doctor.
Here's how quickly you can expect service

Your telephone service is vitally important, so we provide eligible customers with the highest levels of service practicably available at the time.

While we can't guarantee your phone service will be fault-free all the time, or that we'll meet the timings below, we'll do our absolute best to be there when you want us.

For a new connection

Priority Assist covers the first standard telephone service at your home. So, if you're moving into a house that doesn't have the phone on, we'll aim to have it connected within 24 hours in any urban or rural area; or 48 hours if you're in a remote area if that is reasonable in the circumstances.

If your telephone service can't be connected within these times, we'll offer you an interim mobile or satellite service to get you through (unless extreme circumstances like a natural disaster or risk to our staff prevents us).

For faults

If a technical fault means there's no working standard telephone service (with any carrier) at your home, we'll aim to get it fixed within 24 hours in any urban or rural location; or 48 hours if you're in a remote area if that is reasonable in the circumstances.

Again, if your telephone service can't be fixed within these times, we'll offer you an interim mobile or satellite service to get you through (unless extreme circumstances like a natural disaster or risk to our staff prevents us).

Please don't put people at risk

Priority Assist is for people with a genuine need. Abusing the service to get faster attention can put lives at risk.

If you request Priority Assist (either over the phone or by submitting an application) and it later turns out that you're ineligible, you may be charged a fee for the costs of any prioritised work.

For help, a new connection or information on Priority Assist, call 13 2200.
What if your circumstances change?

Changes to your phone account

Once approved for Priority Assist, your registration lasts for up to three years. If you put your phone service under a different name or switch to another carrier during that time, your registration will automatically lapse. You’ll then need to re-apply if you want to continue receiving the service.

If you were a Priority Assist customer with another carrier and you’re switching to Telstra, we also need you to re-apply with us so we can register your details on file.

Moving house?

There is no need for you to re-apply when moving house. Simply let one of our consultants know in advance, and we’ll ensure you keep your Priority Assist status at your new address. (It’ll help if you can give us plenty of notice.)

Registration expiry

We know you’re busy, so we’ll be in touch before your registration expires to invite you to re-apply. Please tell us if your circumstances change, or if you are no longer eligible for Priority Assist.

Moving to the nbn™ network?

As a Priority Assist Customer, your status will remain with you when transitioning to the nbn™ network. There is no need to re-apply and we’ll do our best to ensure you are connected during transition.

What to do now

01. Read the ‘Things you need to know’ on the next page.

02. Decide whether someone living at your home has a diagnosed life-threatening medical condition. (You can check the ‘Indicative list of eligible medical conditions’ on pages 02 and 03 or ask your doctor.)

03. Complete the enclosed Application Form.

04. Seal your completed application and send it back to us or fax it to 1800 623 537 or email your application to priorityassistance@team.telstra.com.

05. If you think you may be eligible for Priority Assist and you need immediate assistance with a fault or new line connection, please call us on 13 2203 (faults on your existing line) or 1800 331 286 (new line connections).

Things to watch

• If you’ve already been in touch with us (if you rang about a new connection, for example), you’ll need to return your completed form within 28 days.
• You need to complete either section C1 or C2 of the form. We prefer it if your medical practitioner can complete section C1 for you; however, you can make a Statutory Declaration in section C2 if you need to. This will need to be signed by you in the presence of a suitable witness and can only be on our form.
• Your medical practitioner may charge you a fee for completing your application form. You may be able to claim Medicare benefits if you get the form completed as part of a consultation, but not if you’re just seeing the doctor to get your form completed.

You can get even more details on Priority Assist by:

• calling 13 2200 (Voice) or 133 677 (TTY)
• emailing us at priorityassistance@team.telstra.com
• reading our Priority Assist for Life Threatening Medical Condition Policy at telstra.com.au/consumer-advice/customer-service/priority-assist
• reading Our Customer Terms at telstra.com.au/customer-terms
• reading our Universal Service Obligation at telstra.com.au/consumer-advice/customer-service/universal-service-obligation
• calling the Foreign Languages service numbers in the White Pages®.
Things you need to know

• Priority Assist is available to eligible residential customers who have their fixed home service with Telstra or to Small Business customers who run their business from a residential address and are using a Telstra fixed phone service which is not provided through our Digital Office Technology range of plans. If you’re not a Telstra customer and you believe you’re eligible for Priority Assist, you’ll need to speak to your service provider.

• Your health information, or that of the individual with the life-threatening medical condition, will only be used for the purposes of:
  – assessing your eligibility for Priority Assist;
  – providing, administering and managing the Priority Assist service and the services provided generally to you; and
  – in accordance with Telstra’s Privacy Statement.

• Priority Assist covers one home phone line only and doesn’t apply to internet services or mobile phones. There are no additional charges for registering for Priority Assist.

• Priority Assist only extends to handsets provided and maintained by us (including equipment such as rental telephones and teletypewriters). It does not cover externally purchased handsets. If you’re using a cordless phone, you should be aware that you may experience difficulty operating the phone in the event of a power failure.

• If you’re not satisfied with the assessment of an application for Priority Assist, you can call Telstra’s complaints area on 13 2200 for service connections, 13 2203 for service faults or 1800 033 433* (TTY) and we’ll engage our existing complaint management process. If you’re not satisfied with the Telstra complaint management process, you may raise your complaint with the Telecommunications Industry Ombudsman for resolution on 1800 062 058*.

Key terms

Urban area
A township or community of over 10,000 people.

Rural area
A township or community of 200 to 10,000 people.

Remote area
A township or community with less than 200 people, or that’s located outside a standard zone.
Priority Assist Application Form

Please note: the application cannot be processed until all sections have been completed and signed.

This application form should be read in conjunction with the Priority Assist Brochure telstra.com.au/brochure

• Section A
• Section B
• Section C

For more information or for assistance in completing this form, please call 132200 or visit a Telstra Store.

Section A Customer details (complete all and sign)

Title First name Surname

Address

Postcode

Telephone number for the above residential address ( that you have nominated for Priority Assist Please list other numbers at the same residence including fax, internet service etc.

01 I wish to apply for Priority Assist on my home telephone service.
02 I confirm that the person referred to in section C1 or C2, as having a diagnosed life threatening medical condition, lives in my home.
03 I acknowledge that Telstra has the right to reject my application if the eligibility criteria (as set out in the Priority Assist Brochure) have not been met or my application is incomplete or inaccurate.
04 I confirm that all of the information provided on this form is correct. I acknowledge that if Telstra approves my application and it is subsequently discovered that I was not eligible for Priority Assist, Telstra reserves the right to charge me any additional costs incurred as a result, such as providing a priority connection or priority fault repair in respect of my service.

Signature of Customer/Customer Representative Date / /

Section B Privacy consent (patient to sign)

Note that the information provided by you on this form, except information relating to your/the patient’s medical condition is collected by Telstra, in the ordinary course of providing the services you require. Details about the privacy protections Telstra gives to your personal information, which Telstra collects in the ordinary course, are set out in Telstra’s Privacy Statement. That statement will also be provided to new customers before or shortly after acquiring services from Telstra.

Privacy statement for patients

“Patient” refers to the individual who has the diagnosed life threatening medical condition. The information provided on this form relating to the patient’s medical condition is collected by Telstra for the purpose of assessing the customer’s eligibility for Priority Assist and for providing Telstra services to the customer, including Priority Assist.

Telstra does not ordinarily disclose information relating to the customer/patient’s medical condition to third parties unless disclosure of that information is necessary in delivering a service to you or is otherwise authorised or required by law. You can read more about our privacy policy in Telstra’s Privacy Statement. If the information relating to the patient’s medical condition (as set out in this form) is not provided to Telstra, Telstra will not be able to provide Priority Assist.

Except in certain cases, the patient may gain access to personal information about him or herself, which is held by Telstra, by contacting 1300 112 376. There may be a cost (which will not be excessive) associated with such access.

By signing this form, I consent to Telstra collecting the information provided on this form concerning my medical condition and using that information as stated above. Note: legal guardian to sign where patient is under 18 years old.

Signature of patient ONLY Date / /

Section C Medical Condition confirmation (please complete either C1 OR C2, not both)

Telstra’s preference is for your doctor to complete section C1. If you are having trouble obtaining this confirmation you can complete section C2 instead.

C1 Medical Practitioner confirmation

Name of medical practitioner

Business address Postcode

Phone ( Official stamp of professional or Registration, certificate or membership number: 

I, (Medical Practitioner) certify that, (full name of patient) suffers from a diagnosed life threatening medical condition with a high risk of rapid deterioration to a life threatening situation and where access to a telephone would assist to remedy the life-threatening situation.

The patient’s life threatening medical condition is permanent: YES NO

Signature of Medical Practitioner Date / /

C2 Statutory Declaration (if C1 not completed)

Statutory declaration Act 1959

Please complete the other side
Have all relevant sections on both sides of this application form been completed and signed?

- Section A
- Section B
- Section C1 or C2

This application cannot be processed until all sections have been completed and signed.